



Questions & Answers

Operator Certification Exam Results

How long does it take to get my test results back?

You should receive the unofficial results in the mail within four to six weeks. Please don't call the Office of Drinking Water (ODW) Operator Certification Program for your test results. We do not release exam results over the telephone.

My co-workers received their test results, but I haven't. What should I do?

Call the number listed below. Although we can't give you the results over the telephone, we can tell you when and where the results were sent.

If I fail a test, can I retake it during the next exam cycle?

Yes. If you don't pass, ODW will send you a letter and retake application packet. Since the retake application deadline is about one month after the normal application deadline, you will have several weeks to submit your retake application.

How can I prepare myself to retake the examination?

You will receive a breakout showing how well you did in each area of the exam. Look through the appendices of the **Water Works Certification Program Guideline** (DOH Pub. 331-109), included in your application packet, to find what study material to review for that particular area.

You can also visit ODW's Web site at <http://www.doh.wa.gov/ehp/dw> to see training available to help you better prepare for your next test.

I received unofficial notice that I passed. When will I get my certificate and validation card?

The Operator Certification Program attempts to get your certificate to you as soon as possible. You should receive it by the end of the month following the examination.

Will my employer receive anything verifying that I passed?

Yes. Your employer will receive a courtesy copy of your congratulatory letter. However, you may wish to send a copy of your certificate to your human resource department.

For more information

If you have questions about the operator certification exam process, call Larry Granish at (800) 525-2536, e-mail larry.granish@doh.wa.gov, fax (360) 236-2252, or write to him at PO Box 47822, Olympia, WA 98504-7822.

The Department of Health is an equal opportunity agency. For persons with disabilities, this document is available on request in other formats. To submit a request, please call (800) 525-0127 (TTY 1-800-833-6388). For additional copies of this publication, call (800) 521-0323. This and other publications are online at <http://www.doh.wa.gov/ehp/dw>



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